

# Library Needs Assessment

TMC Lakewood Medical Dental Library  
Truman Medical Center Lakewood

Final Report  
10/01/2004 through 05/31/2006

Gwen E. Sprague, M.L.S.  
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Medical Dental Library  
TMC Lakewood  
7900 Lee's Summit Rd.  
Kansas City, MO 64139

## **Narrative Description**

### **Summary/Introduction**

TMC Lakewood specializes in Family Medicine and Community Health. As a primary teaching hospital for the University of Missouri – Kansas City Medical School the Medical Dental Library serves 36 residents, 3 geriatric fellows, 45 physician faculty members, medical student rotations, and a wide variety of allied health professions including laboratory, medical rehabilitation, physical therapy, occupational therapy, speech therapy, recreational therapy, in addition to over 300 licensed nursing staff. The library also serves dental faculty and dental residents.

The purpose of this grant was to support a needs assessment survey that would evaluate current library services and explore the unmet needs of its clientele. The result of the survey will be used to improve and update library services, technology and resources.

The funds obtained by this grant were used to purchase a laptop computer and digital camera to be used to carry out the activities outlined in the grant proposal. These include visiting local medical libraries to gather information on medical library services offered in our region by other facilities, to survey the TMC Lakewood library users in order to assess current library usage and recommendations for expanding services and to explore opportunities for funding to make improvements identified by the assessment.

### **Geographic Region**

This project involved visiting a selection of medical libraries in the Greater Kansas City area mainly in Johnson County, Kansas, Jackson County, Missouri and Clay County, Missouri. One part of this project involves a presentation to the membership of HSLNKC (Health Sciences Library Network of Kansas City) which includes members from the region.

### **Collaborations and Partnerships**

None

### **Training/Training Sites**

None

### **Exhibits**

None

## **Resource Materials**

A Power Point presentation was developed to present my findings to the Health Science Library Network of Kansas City and to TMC Lakewood administration. A Library Survey was developed using Survey Monkey.

## **Web Sites**

None

## **Document Delivery**

None

## **Approaches and Interventions**

Five local area Medical Libraries were selected for interviews and photographs. The results of the assessment were presented to the quarterly meeting of Health Sciences Library Network and to TMC Lakewood administration. The link to the survey developed on Survey Monkey was emailed to Family Medicine Residents, Dental Residents, medical and dental faculty, nursing and allied health professionals.

## **Evaluation**

The results of the assessment were very informative and will be extremely helpful in the planning of library service expansion. The survey provided several very specific items for inclusion in the development of new library services. TMC administration was supportive of the project and is willing to meet the needs identified.

## **Problems Encountered**

The biggest problem encountered was the fact that this was not my project. The librarian that obtained this grant left her employment at TMC Lakewood half-way through the grant period and I was not hired until 4 months later with none of the work of the grant started. This left me about 6 months in which to learn my new job and meet the requirements of the grant. It also required me to finish a project I had not developed and might have done differently. However stressful it was to walk in at the middle and take on what was somewhat of a burden, I do not consider it a waste of my time. It forced me to really get to know my new library and new patrons in a hurry. It was much like learning to swim by being thrown in the deep end of the pool. The outcome was successful even if the process was less than optimal.

## **Continuation Plans**

Due to the situation stated above, I did not have time to complete all the personal interviews as proposed and that is ongoing. I also did not have time to fully research other grant opportunities and apply. I have purchased the publication by The Foundation Center, Grant\$ for Libraries and Information Services. Using that publication, I have marked 5 possible grant opportunities and will pursue them this year. I have already obtained some extra funding outside my budget and have purchased an A/V center so that VHS and DVD reference materials can be used in the library.

One of the most important things revealed by the survey was the dire need of marketing the library and its services. I have started working with our IT department to obtain a new library system so that the OPAC can be made available to every desktop in our facility. The system has been purchased and shipped. Plans have also been made to create a library presence on the system intranet providing a list of library services, OPAC searching, lists of available journals, and online search requests. I would like to see a regular "From the Library" column on the intranet and maybe even our in-house broadcast announcements.

## **Impact**

Increased awareness of the library and its services will be a big impact as well as the expansion of those services to better meet the needs of library clientele.

## **Recommendations for Improvement**

The next time I do a project like this it will be one of my on choosing and development.

## **Follow-up Questions**

**Were your original project goals and objectives met? Mostly**

Create and perform a needs assessment for the Medical Dental Library – Met

Enhance Medical Dental Library services and resources – In Process

Enhance the services and resources of other local medical libraries – Unable to Measure

Apply for future grants to enhance the Medical Dental Library's services & resources – In Process

**What significant lessons were learned?**

I learned that for our small size, the Medical Dental Library already does a big job that is comparable to other medical libraries in our area but that there are a few areas that can be improved. Probably the most important thing learned was that some of the current services were under utilized due to lack of knowledge about the library and a marketing plan will be crucial to maintain support for the library and to increase its impact on the services offered by the hospital.

**If you were to start all over again, what if anything would you change about your goals?**

Well since they were not my goals originally, that is a little difficult to answer. I might not have changed the goals so much but might have changed the activities used to achieve them. I probably would have sent out a survey to the members of the HSLNKC before I went to interview the select five. That would have given me more information to share with the group as well as more information to use for my own development plan. Of course I would have given myself more than 6 months to finish the project.

**What advice or recommendation would you give to anyone considering a similar outreach effort?**

Since this is the first time I have ever done a project like this and it was rushed due to circumstances beyond my control I haven't really had enough time to digest the final results or the effort. I am sure that if the time comes to do a similar project I will have some definite ideas on its conception, development and execution.



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**Theme:** Peachy

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## TMC Lakewood Library Assessment Survey

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### 1. Introduction

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This survey is part of a National Network of Libraries of Medicine grant project to do a needs assessment for the TMC Lakewood Medical-Dental Library. Your responses will help me plan for future improvements to the services and materials we offer.

Gwen E. Sprague, MLS  
Librarian, ext 48265

[Add Question](#)

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### 2. Library User Demographics

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Please select one that most fits your position at TMC Lakewood.

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#### \* 1. In which user group(s) would you classify yourself?

- Medical Staff
- Medical Faculty
- Dental Staff
- Dental Faculty
- Family Medicine Resident
- Dental Resident
- Nursing
- Laboratory
- Radiology
- Physical Therapy
- Occupational Therapy
- Allied Health

- Administration
- Other (please specify)

[Add Question](#)[Add Page](#)

### 3. Current Library Usage [Edit Page](#) [Delete Page](#) [Copy/Move](#) [Add Logic](#)

Please check all that apply.

[Add Question](#)[Add Page](#)

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#### \* 2. Which of the library services do you currently use?

- Journals - read in the library
- Journals - check out
- Monographs (books) - read in the library
- Monographs (books) - check out
- AV materials - check out
- Reference materials
- Consumer Health Materials
- Patient Education Materials
- Computers - database searching
- Computers - literature searching
- Computers - internet
- Computers - email
- Computers - TMC Lakewood library catalog
- Computers - UMKC library catalog
- Computers - TMC intranet
- Computers - other software (MS Office, etc.)
- Copier
- Fax
- Scan
- Interlibrary Loan Request - journal/article
- Interlibrary Loan Request - monograph (book)
- Literature Search Request - journal articles
- Information Search Request - other
- Bibliographic Instruction - database use (PubMed, etc)
- Bibliographic Instruction - internet searching
- Bibliographic Instruction - general library use
- Articles Distributed at Medicine Rounds
- Consultation with librarian
- Meeting or conferencing in the library
- I do not use the library
- Other (please specify)

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**\* 3. How often do you use library materials or services? (select one)**

Daily

Several times per week

At least once per week

Several times per month

At least once per month

Several times per year

At least once per year

I never use library materials or services

[Add Question](#) [Add Page](#)

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**\* 4. How likely would you be to recommend the TMC Lakewood Library to a freind or colleague?**

	Definitely Would	Likely Would	Maybe	Likely Would Not	Definitely Would Not	N/A
Recommend the Library?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Add Question](#) [Add Page](#)

[Edit](#) [Delete](#) [Copy/Move](#)

**5. If you have checked that you do not currently use the library (in any of the above questions) please explain what might improve the likelihood you would use the library in the future.**

[Add Question](#) [Add Page](#)

**4. Future Directions** [Edit Page](#) [Delete Page](#) [Copy/Move](#) [Add Logic](#)

Below is a list of materials and services that are under consideration for the expansion of library.

[Add Question](#) [Add Page](#)

[Edit](#) [Delete](#) [Copy/Move](#)

**\* 6. If the following list of materials or services were added to the library how likely would you be to utilize them?**

	Definitely Would	Likely Would	Maybe	Likely Would Not	Definitely Would Not
Table of Contents Service (1-3 journals a	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



month)					
Color Printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AV Center to use Audio Tapes, VHS Tapes or DVDs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After-hours bookdrop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library catalog access on the TMC intranet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote access to the library catalog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automated self check-out and check-in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Search request available on the TMC intranet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Add Question Add Page

**7. What other services or materials would you like to see added to TMC Lakewood Medical-Dental Library?**

Add Question Add Page

**5. Voluntary Personal Interview** Edit Page Delete Page Copy/Move Add Logic

The NN/LM needs assessment grant requires the librarian to conduct interviews with a subset of survey respondents.

Add Question Add Page

**8. If you would be willing to participate in a personal interview about library services, please enter your name and contact information (phone, extension or email).**

Add Question Add Page

**6. Thanks!** Edit Page Delete Page Copy/Move Add Logic

I appreciate your participation in the needs assessment process. It is your feedback that will help direct the future growth of the TMC Lakewood Medical-

Dental Library. Thanks again! **Gwen E. Sprague, Clinical Medical Librarian**

Add Question

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## Results Summary [Show All Pages and Questions](#)

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### Filter Results

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**Total:** 45

[Configure...](#)

**Status:** Enabled

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**Reports:** Summary and Detail

## 2. Library User Demographics

1. In which user group(s) would you classify yourself?

	Response Percent	Response Total
Medical Staff	8.9%	4
Medical Faculty	11.1%	5
Dental Staff	0%	0
Dental Faculty	0%	0
<b>Family Medicine Resident</b>	<b>22.2%</b>	<b>10</b>
Dental Resident	0%	0
<b>Nursing</b>	<b>22.2%</b>	<b>10</b>
Laboratory	0%	0
Radiology	0%	0
Physical Therapy	6.7%	3
Occupational Therapy	6.7%	3
Allied Health	6.7%	3
Administration	4.4%	2
Other (please specify)	11.1%	5
<b>Total Respondents</b>		<b>45</b>
(skipped this question)		0

## 3. Current Library Usage

2. Which of the library services do you currently use?

	Response Percent	Response Total
Journals - read in the library	41.9%	18
Journals - check out	25.6%	11

Monographs (books) - read in the library	14%	6
Monographs (books) - check out	14%	6
AV materials - check out	4.7%	2
Reference materials	41.9%	18
Consumer Health Materials	0%	0
Patient Education Materials	9.3%	4
Computers - database searching	20.9%	9
Computers - literature searching	27.9%	12
Computers - internet	39.5%	17
Computers - email	34.9%	15
Computers - TMC Lakewood library catalog	4.7%	2
Computers - UMKC library catalog	0%	0
Computers - TMC intranet	34.9%	15
Computers - other software (MS Office, etc.)	9.3%	4
<b>Copier</b>	<b>48.8%</b>	<b>21</b>
Fax	16.3%	7
Scan	14%	6
Interlibrary Loan Request - journal/article	23.3%	10
Interlibrary Loan Request - monograph (book)	11.6%	5
Literature Search Request - journal articles	39.5%	17
Information Search Request - other	7%	3
Bibliographic Instruction - database use (PubMed, etc)	7%	3
Bibliographic Instruction - internet searching	4.7%	2
Bibliographic Instruction - general library use	0%	0
Articles Distributed at Medicine Rounds	18.6%	8
Consultation with librarian	37.2%	16
Meeting or conferencing in the library	7%	3
I do not use the library	16.3%	7
Other (please specify)	4.7%	2
<b>Total Respondents</b>		<b>43</b>
<b>(skipped this question)</b>		<b>2</b>

3. How often do you use library materials or services? (select one)

	Response Percent	Response Total
Daily	2.3%	1


## Survey Summary

Several times per week		9.3%	4
At least once per week		18.6%	8
Several times per month		18.6%	8
At least once per month		7%	3
<b>Several times per year</b>		<b>20.9%</b>	<b>9</b>
At least once per year		7%	3
I never use library materials or services		16.3%	7
		<b>Total Respondents</b>	<b>43</b>
		(skipped this question)	2

## 4. How likely would you be to recommend the TMC Lakewood Library to a friend or colleague?

	<b>Definitely Would</b>	<b>Likely Would</b>	<b>Maybe</b>	<b>Likely Would Not</b>	<b>Definitely Would Not</b>	<b>N/A</b>	<b>Response Average</b>	
Recommend the Library?	30% (13)	<b>40% (17)</b>	23% (10)	2% (1)	0% (0)	5% (2)	<b>1.98</b>	
							<b>Total Respondents</b>	<b>43</b>
							(skipped this question)	2

5. If you have checked that you do not currently use the library (in any of the above questions) please explain what might improve the likelihood you would use the library in the future.

 <b>Total Respondents</b>	<b>8</b>
(skipped this question)	37

## 4. Future Directions

## 6. If the following list of materials or services were added to the library how likely would you be to utilize them?

	<b>Definitely Would</b>	<b>Likely Would</b>	<b>Maybe</b>	<b>Likely Would Not</b>	<b>Definitely Would Not</b>	<b>Response Average</b>	
Table of Contents Service (1-3 journals a month)	16% (7)	28% (12)	<b>40% (17)</b>	16% (7)	0% (0)	<b>2.56</b>	
Color Printing	30% (13)	23% (10)	<b>35% (15)</b>	9% (4)	2% (1)	<b>2.30</b>	
AV Center to use Audio Tapes, VHS Tapes or DVDs	21% (9)	26% (11)	<b>37% (16)</b>	14% (6)	2% (1)	<b>2.51</b>	
After-hours bookdrop	16% (7)	19% (8)	<b>40% (17)</b>	21% (9)	5% (2)	<b>2.79</b>	
Library catalog access on the TMC intranet	35% (15)	<b>37% (16)</b>	19% (8)	7% (3)	2% (1)	<b>2.05</b>	
Remote access to the library catalog	28% (12)	28% (12)	<b>33% (14)</b>	9% (4)	2% (1)	<b>2.30</b>	
Automated self check-out and check-in	<b>30% (13)</b>	<b>30% (13)</b>	28% (12)	9% (4)	2% (1)	<b>2.23</b>	
Search request available on the TMC intranet	<b>47% (20)</b>	35% (15)	16% (7)	2% (1)	0% (0)	<b>1.74</b>	
						<b>Total Respondents</b>	<b>43</b>
						(skipped this question)	2

## 7. What other services or materials would you like to see added to TMC Lakewood Medical-Dental Library?

<a href="#">View</a>	<b>Total Respondents</b>	<b>12</b>
	(skipped this question)	<b>33</b>

## 5. Voluntary Personal Interview

8. If you would be willing to participate in a personal interview about library services, please enter your name and contact information (phone, extension or email).

<a href="#">View</a>	<b>Total Respondents</b>	<b>11</b>
	(skipped this question)	<b>34</b>

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**Reports:** Summary and Detail

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In which user group(s) would you classsify yourself?

- 1. Speech Pathology / Audiology
- 2. recreation therapy
- 3. administrative assistant
- 4. recreation therapy
- 5. Speech Pathology

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Which of the library services do you currently use?

1. since there is no librarian there has been no one to do a literature search
2. search for articles and references

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If you have checked that you do not currently use the library (in any of the above questions) please explain what might improve the likelihood you would use the library in the future.

1. with help
2. Not familiar with using Hospital based library resources.
3. There is really no specific reason, usually don't think of it. Probably awareness.
4. If we had more material on activities- for ages 55-85
5. Area locked after 16:00 and security not always willing to unlock for staff.
6. I did not realize the Lakewood Library had any materials for nursing. I thought I was just for physicians. I normally get information I am looking for from online journals or the community library.
7. A librarian to assist in getting articles in older journals or journals we do not have.
8. More knowledge of what OT related items are in library

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What other services or materials would you like to see added to TMC Lakewood Medical-Dental Library?

1. Some of the family practice textbooks or reference books are out of date...some more current editions would be helpful.
2. Recommended book list by resident rotation. ie books to use on dermatology or geriatrics, etc. VHS or DVD collection of primary care procedures to review. VHS or DVD library of noon confereces to view if missed. Collection of handouts from noon conferences if missed or want to review.
3. Just the above
4. none
5. Not sure at this time
6. More textbooks and review books.
7. daily newspaper
8. It might be nice to have an area where the medicine rounds articles could be picked up by other residents. It wouldn't need to be fancy or really even that many copies, but maybe a folder where someone could look to see what the articles had been. It might be interesting for those people not on service in a given month.
9. Intranet access to library to search for articles and references.
10. geriatrics books activity books
11. additional hours for evening and weekend staff to utilize
12. search availability

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Configure...

**Status:** Enabled

**Reports:** Summary and Detail

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Displaying 1 - 11 of 11



If you would be willing to participate in a personal interview about library services, please enter your name and contact information (phone, extension or email).

1. Bryan.Hughes@tmcmcd.org
2. Michilia Mccarron michilia.mccarron@tmcmcd.org
3. L Michael Silvers MD
4. Gretchen Dickson gretchen.dickson@tmcmcd.org
5. Peter Greenspan, DO peter.greenspan@tmcmcd.org 404-7146
6. Gloria Fields gloria.fields@tmcmcd.org
7. n/a
8. no
9. lydia a. owens 48685
10. George D. Harris, MD,MS 404-7106
11. Nancy Stephan 816-404-8671

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